

BTEC Bulletin

BTEC Membership:

The newsletter of the USAID Business Transformation Executive Committee

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WELCOME

Welcome to the first edition of the BTEC Bulletin, an e-newsletter created to help keep you informed of the activities and decisions of USAID's Business Transformation Executive Committee (BTEC).

The Administrator has made the transformation of USAID into a world class, 21st century international development and humanitarian assistance organization one of his highest priorities. The BTEC was created to guide transformation activities and to ensure broad-based participation, ownership, and accountability for results. A BTEC web site has also been established to provide more detailed information about the committee and its activities. Please visit the site at

<http://inside.usaid.gov/BTEC/>. The OMB scorecard can be found on the BTEC web site under business section, Standards of Success.

Did you know...

... that the Office of Human Resources devotes well over 16,000 hours a year to the recruitment process?

... that about \$186 million in USAID/W obligations had no disbursement activity for over a year per OIG's FY 2001 audit of the Agency's financial statements?

Your comments and suggestions are welcomed. Please contact your bureau's BTEC member or the Transitional Project Manager, Sandra Malone-Gilmer.

The BTEC Quick Hits

The BTEC approved a number of "quick hit" projects at its March meeting. These initiatives can be accomplished in less than six months to improve management services and demonstrate progress towards the President's Management Agenda (PMA). The PMA includes government-wide initiatives in the areas of strategic management of human capital, expanded electronic government, improved financial management, budget and performance integration, and competitive sourcing. The quick hits respond to employee concerns and should result in improvements in a number of areas.

QUICK HITS

- **Paperless Metrochek** - Beginning May 1, employees who only ride the subway will be able to get metrocheks electronically from any metro station. More detailed information on the SmartBenefit Program is provided in general notice MAS 02-10 dated 3/14/02.
- **Streamlined Recruitment** - The time required to fill vacancies will be significantly decreased by using an on-line recruitment tool. Among other things, the tool will enable applicants to apply on-line, assess qualifications electronically, and facilitate communication with managers and applicants.

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- **Building Passes for Visiting Overseas Employees** – This is an improved procedure by the Office of Security which streamlines access to the Agency's headquarters building by USAID staff who are traveling in temporary status. This procedure is effective April 8, 2002. More detailed information on this streamline is provided in USAID/General Notice dated 04/03/2002.
- **Staffing Pattern System** - A web-based system will be used to capture comprehensive information on the Agency's workforce. The system will improve data integrity and facilitate workforce planning.
- **Electronic Procurement Tool** - The procurement process for small purchases and simplified acquisitions will be streamlined with an electronic procurement tool. The tool will enable us to electronically interact with vendors, compare prices, place orders and post transactions to the accounting system. We will initially test the technology in the Offices of Procurement (M/OP), Information Resources Management (M/IRM), Security (SEC), Administrative Services (M/AS) and a field mission.
- **Standardized Models for Indefinite Quantity Contracts** - Two standard models for indefinite quantity contracts will be developed to eliminate the confusion that now exists from the use of 15 models.

- **Customer Relationship Management Tool** - The Bureau for Management will implement an automated customer relationship management and support tool to improve customer service. The tool will enable the bureau to monitor the timeliness and quality of services and will provide a mechanism for customer feedback as services are delivered. The tool will initially be used in M/OP, M/AS and M/IRM.
- **Recovery of Unneeded Funds** - Expired obligations will be reviewed to identify residual funds that can be used for current needs. Additionally, a business process will be put in place to consistently review expired awards and recover unneeded funds in a timely manner.
- **Reduction in Reporting Requirements** - Internal and external reporting requirements will be reviewed to identify reports that can be eliminated or simplified.
- **Internet Travel Booking** – The BTEC also approved the use of an Internet booking tool that will give employees the flexibility to make travel and hotel reservations online. Subsequently, the Office of Management and Budget (OMB) requested that agencies delay implementation of electronic travel initiatives until the OMB task force on electronic travel completes its work to develop a government-wide travel management system.

Stay tuned for more information regarding the BTEC activities.